



OFFICE OF THE CLERK/TREASURER City of Burlington

City Hall, Room 20, 149 Church Street, Burlington, VT 05401

Voice (802) 865-7000
Fax (802) 865-7014
TTY (802) 865-7142

January 15, 2015

Dear

I'm writing to you to inform you that your names and social security numbers were inadvertently left unredacted as part of your request for a tax abatement that was provided to the Burlington Board of Tax Abatement (which is made up of the City Council, Mayor and City Assessor). The information was part of a clickable agenda item for your request that was posted on the City Council's website late in the day on Thursday, January 9th. To protect this information and make it inaccessible to the general public, we redacted it yesterday, Monday, January 13, 2014, when we discovered it.

I apologize for this mistake and want to assure you that the City takes the confidentiality of personal information very seriously. We have informed the staff who did not catch the presence of this information and redact it to ensure that it does not happen again. Please feel free to call me at 802-865-7000 if you have any questions.

Although it is unlikely given the time frame and the large amount of information that was posted, it is possible that your social security numbers could be used for fraudulent activity. Below is a check list of suggestions on how you can protect yourself.

1. Review your bank, credit card and debit card account statements over the next twelve to twenty-four months and immediately report any suspicious activity to your bank or credit union.
2. Monitor your credit reports with the major credit reporting agencies.

Equifax	Experian	TransUnion
1-800-685-1111	1-888-397-3742	1-800-916-8800
PO Box 740241	PO Box 2104	PO Box 2000
Atlanta, GA 30374-0241	Allen, TX 75013	Chester, PA 19022
www.equifax.com	www.experian.com	www.transunion.com

Under Vermont law, you are entitled to a free copy of your credit report from those agencies every twelve months.

Call the credit reporting agency at the telephone number of the report if you find:

- Accounts you did not open.
- Inquiries from creditors that you did not initiate.
- Inaccurate personal information, such as home address and Social Security number.

3. If you do find suspicious activity on your credit reports or other account statements, call the Burlington Police Department or the Chittenden County Sheriff's Department and file a report of identity theft. Get a copy of any police report and give, if necessary, a copy of the report to creditors to clear up your records and to access some of the services that are free to identity theft victims.
4. If you find suspicious activity on your credit reports or on your other account statements, **consider placing a fraud alert** on your credit files so creditors will contact you before opening new accounts. Call any one of the three credit reporting agencies at the number below to place fraud alerts with all of the agencies.

Equifax	Experian	TransUnion
888-766-0008	888-397-3742	800-680-7289

5. If you find suspicious activity on your credit reports or on your other account statements, consider placing a security freeze on your credit report so that the credit reporting agencies will not release information about your credit without your express authorization. A security freeze may cause a delay should you wish to obtain credit and may cost some money to get or remove, but it does provide extra protection against an identity thief obtaining credit in your name without your knowledge. If you have Internet access and would like to learn more about how to place a security freeze on your credit report, please visit the Vermont Attorney General's website at:
<http://www.atg.state.vt.us/issues/consumer-protection/identity-theft.php>.

You may also get information about security freezes by contacting the credit bureaus at the following addresses:

Equifax:

https://www.freeze.equifax.com/Freeze/jsp/SFF_PersonalIDInfo.jsp

Experian:

http://www.experian.com/consumer/security_freeze.html

TransUnion:

<http://www.transunion.com/corporate/personal/fraudIdentityTheft/fraudPrevention/securityFreeze.page>

If you do not have Internet access but would like to learn more about how to place a security freeze on your credit report, contact the Vermont Attorney General's Office at 802-656-3183 (800-649-2424 toll free in Vermont only).

6. Even if you do not find suspicious activity on your credit report or your other account statements, it is important that you **check your credit report** for the next two years. Just call one of the numbers in paragraph 2 above to order your reports or to keep a fraud alert in place.

Helpful information about fighting identity theft, placing a security freeze, and obtaining a free copy of your credit report is also available on the Vermont Attorney General's website at <http://www.atg.state.vt.us>. Another helpful source is the Federal Trade Commission website, available at <http://www.ftc.gov/bcp/edu/microsites/idtheft/>.

Again, if there is anything I can do to assist you, please call 802-865-7000.

Sincerely,



Bob Rusten
Chief Administrative Officer